



75339

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Darryl Hymel

Serial No.: 09/505,318

Examiner:

Filed: February 16, 2000

Art Unit: 2756

For: ACD MULTIMEDIA CUSTOMER CONTACT
ROUTING WITH DELAY ANNOUNCEMENTS

Attorney
Docket No.: 6065-75339

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Technology Center 2100

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98,
Applicants hereby submit the following statements consisting
of:

I. A list of patents (and attached form PTO-1449);

and

II. General Remarks.

A copy of each listed document is enclosed herewith.

I. PATENTS

<u>U.S. Patent No.</u>	<u>Date of Issue</u>	<u>Patentee(s)</u>
5,848,143	December 8, 1998	Andrews, et al.

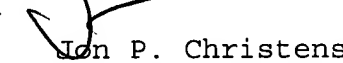
II. GENERAL REMARKS

It is respectfully requested that the above-listed patent be given consideration by the Examiner and made of record in the subject patent application.

The Commissioner is hereby authorized to charge any indicated fees and credit any over payments to Deposit Account No. 23-0920. A duplicate copy of this document is enclosed for that purpose.

Respectfully submitted,

WELSH & KATZ, LTD.

By 
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November 4, 2002
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CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as First Class Mail, Postage Prepaid, in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on this date.

11/4/02
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